Unemployment Contact Information

How to apply:

Online:
https://www.twc.texas.gov/jobseekers/unemployment-benefits-services

Eligibility & Benefit Amounts

https://www.twc.texas.gov/jobseekers/eligibility-benefit-amounts

Tele-Center Phone Number & Hours

Starting Friday, April 10, our call centers will be open from 7 a.m. to 7 p.m. 800-939-6631 We are expanding the number of staff available as well as hours we are taking calls. Starting on April 13, we will move to 7 days a week schedule.

In order to apply you will need:

- Last employer's business name and address
- First and last dates (month, day and year) you worked for your last employer
- Number of hours worked and pay rate if you worked this week (including Sunday)
- Information related to your normal wage
- Alien Registration Number (if not a U.S. citizen or national)
Tele-Serv Phone Number & Hours

Tele-Serv, TWC's automated telephone system.

- To request payment for weeks of unemployment,
- get payment information or the status of your claim,
- get general information about unemployment benefits,
- establish or change your PIN
- General information is available anytime

Call: 1 800-558-8321

Claim status and payment request options are available daily, 7:00 a.m. to 6:00 p.m. Central Time

**TIP:**

Our Unemployment Benefit System online portal is available 24 hours a day but is experiencing a high volume of visitors. We are seeing lower volume on the online portal between 10:00 p.m. and 8 a.m. You may want to try back during those hours to file your claim or check the status of your claim

**Email**

- Laborinfo@twc.state.tx.us
- Customers@twc.state.tx.us
For Employers

Texas Employer Hotline
1-800-832-9394

512-997-4900 this number is Austin Unemployment Tax field office

Mass claims 512-463-2999

Email:
Employerinfo@twc.state.tx.us
What you need to know and do about the CARES Act

- Already approved for UI Benefits
- Eligible for regular UI Benefits
- Non-Traditional Applicant
- Exhausted UI

Wait for Notification

- New Applicant
- Already Applied
- On or After 7/1/19

Apply Online
ui.texasworkforce.org

Maybe eligible for Pandemic Unemployment Assistance (PUA)

Eligible to receive either UI or PUA benefits for up to 39 weeks

Additional $600 per week available until 7/31/2020

Q-
How long does it take to receive benefits?

A-
Around 21 Days

TWC Daily Updates
Unemployment and the CARES ACT

If you are not currently working, teleworking or on paid leave, you may be eligible for....

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<td>NUMBER OF WEEKS</td>
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<td>WHO IS ELIGIBLE</td>
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*Available until 7/31/20

Unemployment + COVID-19
What's Changed?

In response to COVID-19, our unemployment process has changed. Find out what you may need to do differently.

BEFORE

- Denial Only Overturned By Appeal
- Ongoing Job Search Requirements
- Subject to Waiting Week
- Weekly Payment based on base period Wages
- Request Payments Bi-Weekly
- Payment Hold Requires Call

NOW

- TWC will Review for PUA Eligibility
- Job Search Requirements Waived
- Waiting Week Waived for those impacted by COVID-19
- Weekly Payment based on base period Wages + $600/wk*
- Request Payments Bi-Weekly
- No Call Required

*Until 7/31/20
Extended Unemployment Benefits in Texas

Chart of Weeks of Benefits in Texas

If you are eligible for a benefit extension after you exhaust your unemployment benefits, TWC will mail, and email if we have the claimant’s email address, information to you about the additional benefits you may receive. Make sure TWC has your current address and email address. Find a summary about the benefit extensions below.

Pandemic Emergency Unemployment Compensation (PEUC), Pandemic Unemployment Assistance (PUA), Federal Pandemic Unemployment Compensation (FPUC)
100% federally funded

How do you extend your benefits?

- If you recently exhausted benefits, no action is needed from you. We will determine if you qualify and notify you by mail or electronic correspondence of your eligibility.
- We are upgrading our system to adapt to the new legislation. If you attempt to access the system or call prior to receiving notification, we will not be able to assist you.

See Unemployment News for updates and current information.
Eligibility

If you are eligible for regular benefits, we must pay those benefits before taking a DUA application.

You may be eligible for DUA if one of the following occurred as a direct result of the disaster:

- You lost your job, which was more than 50% of your total income.
- You live in, work in, or travel through the disaster area.
- Your place of employment was damaged or closed.
- You were scheduled to start work but the job no longer exists or you can no longer reach the new job.
- You suffered injury or incapacitation.
- You became the breadwinner or major support of the household due to the death of the head of household.

DUA is available only during the Disaster Assistance Period, which begins with the first Sunday following the date that the major disaster is declared. Federal Emergency Management Agency (FEMA) and DUA regulations determine when the Disaster Assistance Period begins and ends.

Sending TWC Proof of Employment

Within 21 days of applying for DUA, TWC must have proof that you were:

- Working or self-employed at the time of the disaster
- Scheduled to start work on or after the date of the disaster
Questions and Answers

How do I get Pandemic Unemployment Assistance?
To be considered for PUA, we first need you entered into our system. Apply for benefits --> ui. [http://Texasworkforce.org](http://Texasworkforce.org). TWC will reach out via mail or electronic correspondence if you qualify for PUA.

We are automatically enrolling eligible individuals in CARES Act.
Have been converted to DUA/PUA assistance this week. You do not need to call. If additional information is needed, we will reach out to you.

Self-Employed? Do you Qualify For Assistance? Yes!
If you haven’t yet, apply online at [http://ui.texasworkforce.org](http://ui.texasworkforce.org). If you’ve already applied, wait for a notification about pandemic unemployment assistance.

When do I start getting the extra $600 a week?
The Week of April 12 No additional steps are required. TWC staff will review all documents on file and make the changes accordingly.

501(c)(3) or Non-Profit Worker?
Under the CARES Act, the Federal government covers half of non-profit workers’ salaries in addition to state unemployment benefits. If you haven’t yet, apply online at [http://UI.Texasworforce.org](http://UI.Texasworforce.org)

Contract or Gig Worker?
Apply Now! Pandemic Unemployment Assistance is now available. Apply online [http://UI.TexasWorkforce.org](http://UI.TexasWorkforce.org) Submit your wage verification documents (512) 936-3250 (Fax) sanantonio.uimail@twc.state.tx.us

What does the Coronavirus Stimulus Bill mean for me?
If you are self-employed, a contract worker or previously worked in a position that did not report wages, you may qualify for unemployment!

Do reduced hours quality for UI?
If you are working but your employer reduced your hours, you may be eligible for benefits. Your reduction in hours must not be the result of a disciplinary action or due to your request.
What Should I Do if I am Unable to Verify my Email?
You should see a new email confirmation in the next 48 hours. If you need to confirm your email immediately, remove the .80 from the url in the link and refresh your page.

Does paid time off (PTO) have to be used before being considered jobless/unemployed for purposes of filing for unemployment compensation?
No, claimants do not have to use paid time off before filing for UI. They can file as soon as they have been laid off or otherwise unable to work due to COVID-19. However, if they are being paid their normal salary, they would not be considered unemployed.

My work is going to pay me. How do I stop UI?
Claimants should stop requesting payment and can notify a customer service representative of pay already received for weeks already filed by calling 800-939-6631.

Can you get intermittent unemployment benefits? Can you pause your payouts for a period of time and pick them back up again?
YES, your claim is good for a complete year

Are UI benefits taxable?
Unemployment benefits are taxable. Individuals can sign up for withholding and the Texas Workforce Commission will deduct 10% for income tax.

What is the difference in PUA and PEUC? Do different people qualify for one and not the other? Can folks get both benefits?
PEUC can extend Texas UI benefits an additional 13 weeks through 12/31/20. PUA covers individuals who are self-employed, seeking part-time employment, or whom otherwise would not qualify for regular UC or EB under state or federal law or Pandemic Emergency Unemployment Compensation (PEUC) under section 2107. Coverage also includes individuals who have exhausted all rights to regular UC or EB under state or federal law, or PEUC.

I Found work again but cannot get through to cancel, what can I do?
After your first full week of work, stop requesting payments. This will stop your claim and prevent overpayment.

If someone has trouble getting through, is everything backdated?
"We're backdating the claims. When you got furloughed or laid off. So, you don't have to worry about that.

How often are unemployment benefits paid out?
Bi-weekly. If an amount is allocated weekly (like the additional $600) you will get two weeks' worth each pay out.

We're processing your claim. Please be patient. It can take at least four weeks until we make a decision. Request payment on your filing day while you wait.
I Found work again but cannot get through to cancel, what can I do?
After your first full week of work, stop requesting payments. This will stop your claim and prevent overpayment.

Under what circumstances would TWC stop paying benefits?
For benefits to stop due to a refusal to return to work:
- the work offer must be suitable
- the claimant must be determined not to have good cause for the refusal

Each UI benefits case is currently evaluated on an individual basis. However, because of the COVID-19 emergency, the following are reasons benefits would be granted if the individual refused suitable work.

Reason for refusal:
- At High Risk – People 65 years or older are at a higher risk for getting very sick from COVID-19 (Source DSHS website).
- Household member at high risk – People 65 years or older are at a higher risk of getting very sick from COVID-19 (source DSHS website).
- Diagnosed with COVID - the individual has tested positive for COVID-19 by a source authorized by the State of Texas and is not recovered.
- Family member with COVID - anybody in the household has tested positive for COVID-19 by a source authorized by the State of Texas and is not recovered and 14 days have not yet passed.
- Quarantined – individual is currently in 14-day quarantine due to close contact exposure to COVID-19.
- Child care – Child’s school or daycare closed and no alternatives are available.

Any other situation will be subject to a case by case review by the Texas Workforce Commission based on individual circumstances.

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How long does the additional $600/week last?
Last Payable Week: Week ending July 25, 2020
Pin, Password Reset, User ID

User ID & Password
You need a TWC Internet User ID and password to use Unemployment Benefits Services.

• If you already have a User ID for another TWC Internet application, such as WorkInTexas.com, log on with that User ID and password. You will then need to enter your Social Security Number and Tele-Serv Personal Identification Number (PIN) to complete the set up.

• If you do not have a User ID for a TWC Internet application, Select Sign up for User ID from the Quick Links menu on the Logon page. You will then need to enter your Social Security Number and Tele-Serv PIN to complete the set up.

• How do I create my user ID and password?
  If you need to create a User ID or Password, select "Sign Up for a User ID" on the Unemployment Benefit Services webpage.

What if I forgot my User ID?
Select "Forgot User ID," on the Unemployment Benefit Services webpage. You can retrieve your User ID with this screen only if you provided an e-mail address when you created your User ID. If you did not provide an e-mail address when you created your User ID, call Unemployment Benefits Services Support at 800-939-6631 for assistance.

I keep trying to log in and the system tells me my Social Security Number is already in use. What causes this problem?

There are many reasons why someone may get that message:
• They have a very old claim that they do not remember, but our system does
• They are a victim of ID theft
• They submitted a claim under a previous or maiden name and forgot that they did
• Somebody keyed in the wrong SSN by accident when they applied and we have not caught the error yet

How do I set up a Personal Identification Number?
Call our automated phone system, Tele-Serv, at 800-558-8321. Select Option 4. Enter your Social Security number (SSN), confirm your SSN, then enter your chosen four-digit PIN. Wait for the message “Your new PIN has been accepted.”
Pin, Password Reset, User ID

My PIN has expired. How do I reset it?

In response to a high number of PIN retrieval requests, TWC updated our PIN retrieval policy. PINs created prior to 2015 have been removed from the system effective March 22, 2020. Individuals needing to retrieve a PIN that was created prior to 2015 are asked to please login again online and reset their PIN. Please note, claimants who meet these requirements but have an overpayment will still need to call to retrieve their PIN.

If an individual has never filed for unemployment before, they do not need to reset a PIN or establish a PIN before filing a claim online. The PIN set up will occur during the claims filing process.

If the individual tried to file online but got a message saying their PIN and SSN is not a valid combination, they get 3 chances to enter the correct PIN. If they receive a message that they are revoked, they will be advised to call the PIN reset department (number is displayed on the page to call). At this time, that is their only option. For any other scenarios where their PIN is revoked, their only option is for the PIN to be reset.

Resetting Your PIN

If you revoke your PIN and you are eligible for self-serv reset, on the same call you may be able to reset your PIN on Tele-Serv by providing personal information from your claim, such as:

- Date of birth
- Texas driver license or ID number
- Telephone number
- Amount of your last benefit payment
- Part of your bank/credit union account number

If you hang up from Tele-Serv, you will be unable to reset your PIN. Tele-Center staff are pulling reports of customers who have revoked their PIN and reaching out to them to verify their identify and reset their PIN.

Look for email from UI services.
Payment Request

UI customers can’t make their payment requests
You must request payment to receive benefits. Request benefit payment as instructed, approximately one to two weeks after you apply for benefits, and every two weeks after that. You can find the date you are scheduled to request payment online using TWC’s Unemployment Benefits Services or by calling Tele-Serv at 800-558-8321. If you do not request payment within the calendar week your request is due, your payment may be delayed or denied.

Request Payment Right Away! You Do not need to wait for a decision from TWC.
Request payment after you finish your application.
Requesting late will not affect your eligibility but may delay payments.
Learn more --> https://twc.texas.gov/jobseekers/req

You can request benefit payments online or by phone
Online: 24 hours a day using Unemployment Benefits Services at ui.texasworkforce.org. Select Request a Payment. You will need a User ID and password. For more information about the password requirements, go to Managing Your Benefits Password & PIN. Use the same User ID and password that you use for WorkInTexas.com.

- Phone: Tele-Serv, our automated telephone system, at 800-558-8321. Select Option 1. You will need your Social Security number and the four-digit PIN you created when you first applied for benefits.

Be sure to check your payment request date on your unemployment benefit services portal.
If you requested your last payment late, your next request will be in less than 2 weeks.

Be sure you request payment bi-weekly. If you request payment late, your next payment date is not pushed back.
It’s Time to Request Payment

Are you currently working full time?  

Yes  
No  

Is it your scheduled filing day?  

Yes  
No  

Is it Thursday through Saturday of your payment request week?  

Yes  
No  

Is your payment request late?  

Yes  
No  

No action is needed

Wait for payment request day

Call TWC Tele-Center at 1-800-939-6631

Log into the UBS system at ui.texasworkforce.org or call 800-558-8321, Opt 1

Scam Alert: CareerOneStop
The Department of Labor is tracking a scam from CareerOneStop. No TWC or Department of Labor representative will ever ask for payment or a card number. Report suspected fraud --> 800-252-3642
Appeals

Disagree with a decision we sent you? You can appeal within 14 calendar days.

How to Appeal a Determination

These instructions are for the first step in the appeals process, which is an appeal to the Appeal Tribunal. The first step is to appeal in writing to TWC.

You must appeal in writing within 14 calendar days from the date that we mail you the Determination Notice. The date mailed is located on the top of the Determination Notice form, and the last day you can file an appeal is at the bottom of the form. If the fourteenth day falls on a federal or state holiday, you have until the next business day to file your appeal.

You can submit your written appeal online, in person at your nearest Workforce Solutions office, or by mailing or faxing your appeal letter to the Appeals Department. The mailing address and fax number are shown on your Determination Notice and listed below. You cannot submit an appeal by e-mail or over the telephone. If you choose to fax the information, keep the paperwork that indicates successful transmission of your appeal.

Your letter or appeal form should include:

- Your name
- Your Social Security Number
- Your current address
- The date TWC mailed you the Determination Notice
- A copy of the Determination Notice, if possible
- Any dates on which you will not be able to participate in a hearing

Please keep a copy of your appeal for your records.

Mail, fax or deliver your appeal to: Mail:

Appeal Tribunal
Texas Workforce Commission
101 E 15th St, Rm 410
Austin, TX 78778-0001

Fax: 512-475-1135

Appeal Form
Workforce Solutions is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. (Please request reasonable accommodations a minimum of two business days in advance.) Relay Texas: 1.800.735.2989 (TDD) 1.800.735.2988 (voice) or 711